



For Immediate Release

Contact: Ted Fisher
Town of East Hartford
Phone: 860-291-7202
tfisher@easthartfordct.gov

Mayor Leclerc Thanks East Hartford Public Safety Communications Specialists National Public Safety Telecommunicators Week , April 10-16

(April 13, 2016) **East Hartford, CT** – Mayor Marcia A. Leclerc today thanked the dedicated team of 9/11 operators and public safety dispatchers who serve the Town of East Hartford. National Public Safety Telecommunicators Week runs April 10-16 and is an opportunity to recognize the service and achievements of public safety operators.

“I want to extend my sincere gratitude to this amazing team of men and women who daily ensure that those in need receive help,” said Mayor Leclerc. “Our public safety communicators are the first people to talk to residents in an emergency, and I know that they always treat callers with compassion and professionalism.”

In 2015, the East Hartford 9/11 dispatchers answered 34,243 Calls for Police Service, 1,648 calls for Fire Service, 8,914 Calls for Emergency Medical Service, for a total of 44,805. Usually 99% of calls are answered within three rings, or ten seconds, however in the third quarter of 2015 (July-September) 100% of calls were answered within the three ring benchmark. East Hartford was the only public safety answering point in the state to do so.

###